

**GOVERNMENT OF EKITI STATE**  
**EKITI STATE SIGNAGE AND ADVERTISEMENT AGENCY (EKSAA)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT**  
**Reporting Period: June 1<sup>st</sup> -30<sup>th</sup> June, 2025.**

**1. Introduction:**

This report outlines the compliance of the Ekiti State Signage and Advertisement Agency (EKSAA) with the Service Level Agreement (SLA) for June 2025. It offers a detailed account of service requests received and processed, measuring the timeliness and responsiveness of the Agency in fulfilling its statutory obligations.

**2. Scope of Report**

The report covers:

- Nature of services requested
- The channel through which requests were submitted
- Details of requesters (names, email addresses, and phone numbers)
- Dates of request submissions
- Decisions reached (approval or denial)
- Dates of communication of decisions
- Comparison with SLA timeline
- Compliance status

### 3. SLA Requirement

According to the Agency's SLA all Signage and Advertisement permit service requests must be processed and a decision communicated within 9 working days.

#### CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

| S/N | REGULATORY PROCESS               | COMMITTED TURNAROUND TIME |
|-----|----------------------------------|---------------------------|
|     | Signage and Advertisement Permit | 9 Working days            |

### 4. Service Request Log- June, 2025

| S/N | Nature of Service Requested  | Channel of Request | Name of Requester                    | E-mail Address | Telephone no | Date of request | Decision reached | Date of Decision and Communication | SLA Timeline(days) | Date decision communicated | Compliance Status |
|-----|--|--------------------|--------------------------------------|----------------|--------------|-----------------|------------------|------------------------------------|--------------------|----------------------------|-------------------|
| 1.  | Signage and Advertisement permit (Approval for the erection of billboard | Walk-in            | Washes Laundry & Integrated Services |                | 08165566570  | 02/06/2025      | Approved         | 04/06/2025                         | 9 working days     | 2 days                     | Compliant         |
| 2.  | Signage and Advertisement permit (Approval for the erection of billboard | Walk-in            | Stalite Multinationa<br>l Concept    |                |              | 09/06/2025      | Approved         | 12/06/2025                         | 9 working days     | 3 days                     | Compliant         |

5. **Compliant analysis**

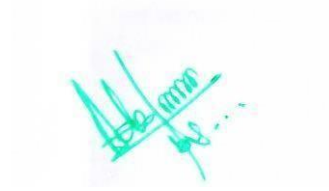
- Total requests received: 2
- Requests processed within SLA Timeline - 2
- Requests processed Beyond SLA Timeline - 0
- Overall SLA Compliance Rate: 100%

6. **Observation**

Overall, the SLA Compliance with committed turnaround times stands at 100%

7. **Recommendation**

Enhance internal workflows to consistently sustain and improve performance.



**Director-General, Ekiti State Signage & Advertisement Agency (EKSAA)**

Oke-Ori Omi, Ado-Ekiti

**Date:** 25th August, 2025

